

Enrolment No. _____

PARUL UNIVERSITY
PARUL INSTITUTE OF PHARMACY
B.PHARM FIRST SEMESTER
FIRST INTERNAL THEORY EXAMINATION: 2020-21

Subject Name: Communication skills

Subject Code: BP105T

Date: 17/02/2021

Time: 02:00 pm to 03:15 pm

Total Marks: 10

Instructions:

1. Figures to the right indicate full marks.
2. Make suitable assumptions wherever necessary.

Q.1 Multiple Choice Questions:

(1) To make a presentation effective and impressive, you should use:

- a) complex sentences
- b) jargon
- c) a simple and active form of sentences
- d) passive sentences

(2) In presentation design, maximum time is given to the:

- a) conclusion
- b) main body

c) question-answer session

d) introduction

(3) Which of these is not a type of listening?

a) Appreciative listening

b) Superficial listening

c) Focused listening

d) Musical listening

(4) A well organised talk is a _____ talk.

a) short

b) long

c) random

d) structured

(5) Which of these should be avoided in pre-listening analysis?

a) Mental discipline

b) Concentration

c) Prejudices

d) Patience

(6) Hearing is only an important component of _____

a) Hearing

b) Listening

c) Talking

d) Speaking

(7) Which of these factors is not required for communication growth?

a) Public relations

b) Globalisation

c) Negative atmosphere

d) Communication growth

(8) Fear is the type of _____ barriers in process of communication.

- a) physical
- b) emotional
- c) cultural
- d) technical

(9) Which of the following methods of communication is the most effective?

- a) Presenting written materials
- b) Presenting written material along with film projector
- c) Multi-media method
- d) Cannot be determined

(10) The verbal communication completes through

- a) verbal medium
- b) symbolic medium
- c) lips medium
- d) bodily organ medium

Enrolment No. _____

PARUL UNIVERSITY
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B.PHARM FIRST SEMESTER
SECOND INTERNAL THEORY EXAMINATION: 2020-21

Subject Name: Communication Skills

Subject Code: BP105T

Date: 17/02/2021

Time: 02:00 pm to 03:15 pm

Total Marks: 20

Instructions:

1. Figures to the right indicate full marks.
2. Make suitable assumptions wherever necessary.

Q.1 Long Answer: (Any One)

- (1) Explain difference between listening and hearing, and mention types of listening in detail.
- (2) Discuss elements of communication.

Q.2 Short Answers: (Any Two)

- (1) What do you mean by active listening ? Explain characteristics of Active listener.
- (2) Write a short note on Direct communication.
- (3) How can you make your writing skills effective?